

# NEWS



TGEI Newsletter for Alumni of the Tennessee Government Executive Institute

Summer 2007

**2007  
STEERING COMMITTEE**

**CHAIRPERSON  
KAREN HALE  
CLASS OF 2004**

**VICE CHAIRPERSON  
GEORGE ZUKOTYNSKI  
CLASS OF 2004**

**PAST CHAIRPERSON  
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CLASS OF 1999**

**2006 MEMBERS  
KATHY ANDERSON  
LESLIE SPERRAZZA  
EMILY WILSON**

**2005 MEMBERS  
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TRENT RIDLEY  
JEANNE STEVENS**

**AT LARGE MEMBERS  
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CLASS OF 2001  
JACK ELDER  
CLASS OF 2004  
RON MAUPIN  
CLASS OF 2000  
LARRY RICHARDSON  
CLASS OF 1997**

**EX-OFFICIO MEMBER  
LYNN GOODMAN  
CLASS OF 2002**

**NEWSLETTER EDITOR  
GEORGE ZUKOTYNSKI  
CLASS OF 2004**

**GRAPHIC DESIGNER  
SHARON BUWALDA**

## Tennessee Government Executive Institute Class of 2007

The Tennessee Department of Human Resources, in partnership with the University of Tennessee, wish to extend a welcome to the newest class of the Tennessee Government Executive Institute.

This years class members are:



Patricia Chatman Timothy Churchill Andrea Cooper Rob Cotterman Thomas Dowdy Samuel Dunn Lance Frizzell Mary Ellen Grace



Michael Hogan Robin Inglis Linda Kelley Patsy Layhew Paul Lefkowitz Andrew Lyon Elizabeth Martin



Cleatrice McTorry Peggy Naifeh Jesse Neely, II Julie Perrey Lamont Price Amy Primm Paula Shaw Shelia Simpson



Darlene Standley Cathy Taylor Kandi Thomas Robert White Lanny Wilder Trevor Williams Mary Rose Zingale

*Welcome TGEI Class of 2007!*

## TGEI Spotlight

Patti Killingsworth became Assistant Commissioner for the Bureau of TennCare in February 2007. She came to Tennessee in 2001 as a Special Assistant to the Deputy of the Governor for Health Policy. Patti coordinated disability policy and issues across State agencies before accepting a position as Director of Policy in February 2003. She was appointed Assistant Commissioner and Chief Administrative Officer for the TennCare Bureau in December 2004, with responsibilities for the Division of Member Eligibility and Medical Appeals Services.

Patti holds a degree in Socio-Political Communications from Southwest Missouri State University, with academic honors of Summa Cum Laude.

Patti is a member of the Honor Society of Alpha Sigma Lambda, a Member of the Honor Society of Phi Kappa Phi, Invitee to the Honor Society of Lambda Pi Eta, Invitee to the Golden Key National Honor Society, and Recipient of the Holt V. Spicer Communication Scholarship, 1996-97. As a parent of a young man



with special health care needs and developmental disabilities she has also received the following honors:

Nominee – Outstanding Community Service Award, Distinguished Service Award – Missouri Department of Education and 1997 Parent Advocate Award – Easter Seals of Missouri.

Prior to coming to Tennessee, Patti was Deputy Director with Missouri's Department of Mental Health Division of Mental Retardation and Developmental Disabilities where she was responsible for the design and implementation of a consumer and family directed system initiative within the MRDD home and community based service delivery system.

Her commitment/objectives are to redesign and improve health care delivery systems for persons who participate in state and federal assistance programs, with particular attention to the unique needs of persons who have disabilities or special health care needs.



# TGI Smart Start Breakfast

On April 20, the Department of Human Resources hosted the Smart Start Breakfast: **Why do the smartest people find it the hardest to learn?** This well attended, early morning discussion group of TGMI and TGEI alumni enjoyed both breakfast as well as food for thought.

Rhett McDaniel, formerly with the Department of Human Resources, lead the group in a conversation about an article by Chris Argyris, **“Teaching Smart People How to Learn.”** The article outlined how some of the most successful people have difficulty learning when defensive behavior, criticism of others, and placing blame outside themselves cause learning to shut down at the very time it is needed most.

A short and lively skit by the department’s training officers brought to life these struggles and illustrated the concepts of single-loop and double-loop thinking as characterized in the article by Argyris. The major difference between these

two approaches is that single loop decision making takes for granted underlying assumptions surrounding a particular circumstance. Double-loop thinking, on the other hand, challenges the underlying assumptions often held, allowing people to think more deeply into *why* they make decisions the way they do.

The group also viewed a segment from the video **“The Road to Abilene.”** The scenarios in the video illustrate the dangers of “group think” and dramatize situations in which characters experience how negative outcomes result from making decisions based upon false assumptions.

Finally, Rhett presented to the group some of the major traps people may fall into when they do not challenge the underlying assumptions by employing double-loop thinking. Attendees then brainstormed ways they could avoid these traps in their own work and shared their solutions with the group.



## *Tennessee Government Institute Third Annual Golf Tournament*

**Date:** September 21, 2007

**Start Time:** 8AM

**Place:** Windtree Golf Club  
810 Nonaville Road  
Mt. Juliet, TN 37122

**Participants:** Any TGEI and TGMI Alumni and current classes

**Type of Event:**

One to have fun and fellowship

Four person teams (if at all possible)

Scramble Best Ball and Shotgun Start (don't worry if you don't have any idea what that means)

**Fun to Try:** Have a team from each class year

**Lunch:** We are thinking about having lunch after the event at the course.



*The TGEI Class of 2006 held their first brown bag lunch on February 16 at the Citizen's Plaza building. They also held a secret baby shower for their very own LeeAnne Bruce-Boone. It was a great time to catch up and visit with our TGEI friends.*

**More news will be coming later.**

# TGI Extended Brown Bag Luncheon

**Conflict**  
—An  
**expressed**  
**struggle**  
**between two**  
**interdependent**  
**parties who**  
**perceive**  
**incompatible**  
**goals,**  
**scarce rewards,**  
**and**  
**interference**  
**from the**  
**other party**  
**in achieving**  
**their goal.**

A capacity crowd enjoyed Dr. Michael McIntyre's presentation on managing conflict in the workplace that occurred on February 26, 2007 in the James K. Polk Building.

Many recent TGI graduates know Dr. Michael McIntyre. He has a PhD. in Industrial-Organizational Psychology from the University of Tennessee, Knoxville and a very impressive array of teaching and consultation experiences. I first met Dr. Mike at our TGEI training in 2004. His energy level, insightful comments, and sense of humor made our training experience especially memorable. Dr. Mike has been the Director of Leadership Programs at the Institute for Public Services since 2006.

Dr. Mike used a power point, multiple examples, and various role plays to define conflict, the conflict sequence, and concrete ways to manage conflict. It was a fun and informative training. Some of the important messages included: the recognition that the person who most accurately describes reality without laying blame will emerge

as the leader; be authentic; you don't have to attend every conflict you're invited to, and methods for confronting in an effective way.

The training brought out a great deal of discussion and feelings. We were all encouraged to describe some of our own experiences. Furthermore, we all realized that this was the last training we would be receiving from Dr. Mike. At the beginning of the training, Commissioner Story announced that Dr. Mike was leaving the Institute for Public Services and was taking on a new challenge as the Director of the Professional MBA Program, College of Business, at the University of Tennessee at Knoxville. Commissioner Story thanked Dr. Mike for his contributions to TGI and presented him with an award.

Mike, we will miss your training, your insights, and your friendly personality.

Good luck on your new leadership role as Director of the Professional MBA Program.

George Zukotyński

## McIntyre's conflict sequence:



**1. You need something.**



**2. You don't get it.**



**3. You personalize it.**

**4. You feel threatened.**



**5. You dig in.**



# Class News



## Class of 1987

**Kent Taylor**, who recently retired, is working for Infiltrator Systems, Inc. out of Old Saybrook, CT. He is a Regional Regulatory Consultant and travels about 3 days a week, but he is based out of his home in Nashville.

Class of '87 Reporter **Carolyn Mills West** retired in June to fish the East Tennessee lakes and do volunteer work. We wish you all the best in your retirement!

**Wanda Moore**, who retired from the Department of Human Services about four years ago, has returned to state government in the Department of Safety as the Director of Driver License Issuance. Wanda says this is a new world for her and has given her a great appreciation for law enforcement and driver license issuance. Another exciting happening in her life is having a first grandchild this June. Congratulations, Wanda!

## Class of 2002

**Carol White** moved March 1<sup>st</sup> to lead a new shared services division within Finance & Administration whose mission is to provide low-cost, high quality fiscal, procurement and human resource services to small state agencies based on agency need/request. As a longtime former director of a small state agency, Volunteer Tennessee, she understands the special structural challenges faced by small agencies and is eager to build on input of colleagues in those agencies and successful models from other states to maximize this resource opportunity for TN.

**David McKinney** testified at a hearing before the Senate Environment, Conservation and Tourism Committee on a matter that should be important to all of us, the impact to the Clinch River (and other Tennessee rivers) from out-of-state pollution sources.

**Gabrielle Chapman** is now officially Dr. Gabrielle - She successfully defended and passed her dissertation, and is feeling like a million.

**Lynn Goodman** - appreciates everyone's cards and continuing positive thoughts. She is doing great!

## Class of 2003

As of April 1, 2007, **Roland Colson**, was appointed the Warden of the DeBerry Special Needs Prison Facility (SPND), Department of Correction. SPND is the facility for sick and mentally ill inmates in the Tennessee Prison System. The Commissioner of Correction, George Little (Class of 1986) had implemented a nationwide search to find someone to run the facility but, he came back to Tennessee and chose the best man for the job. Congratulations, Roland!

**Luvenia Butler** graduated on May 5th, Cumberland University, MSP (Master of Science, with emphasis on Public Service Management). Luvenia is an example for all of us in the public service area. Congratulations, Luvenia!

**Pam Taylor** is retiring! Good luck in whatever you choose to do with your free time!



# *Class News — Continued*



## *Class of 2004*

Proud father **George Zukotynski** attended the graduation ceremonies at MTSU on Saturday, May 5 for his daughter, Megan Zukotynski, who graduated with a Bachelor of Science degree. Her major is graphic arts. It was a great ceremony.

**Michael Thomason** returned from the Bahamas in early May where his step-daughter married for the first time. Michael stated “Hey, we know how these things go.” She was a beautiful bride and her mother was beaming. The happy couple married on the beach with about 40 family members and friends making the trip. It was a big group for a "destination" wedding.

Nassau was very picturesque with white sandy beaches, palm trees swaying in the breeze, and emerald green water. Every morning saw the sight of cruise ships lining up on the horizon as their passengers readied to embark on a day of sightseeing and shopping in the old city. Johnny Depp's pirate movies could have been filmed there.

“I ate lots of good seafood, drank a few Bahama Mamas (a rather potent rum drink that will hit you directly between the eyes) and spent a few hours in the race book of the casino watching the ponies run. When not in the casino, I joined everyone else on the beach. We spent many hours lying about in recliners or hammocks in the cool shade of a grove of palm trees, gazing out at the beautiful water and the sails, and getting pleasantly sauced. A most effective treatment for stress and high blood pressure. Of course, I returned to a full in-box but for a day or two at least, I'm bullet proof.”

## *Class of 2005*

**Authur Hyde** announced his retirement effective August 2nd with state government. He retires with 31 years of service in the Department of Mental Health and Developmental Disabilities. Authur will begin a new career with a private company (Reaching Visions Today, Inc.) that provides residential and day services to persons with mental retardation.

## *Class of 2006*

**Kathy Anderson** accepted the nomination to become president—elect of the Association of Government Accountants.

**Mollie Menell** has been named the Director of Policy Development for Cover Tennessee in the Division of Insurance Administration in F & A.

**Meredith Sullivan** has been named the Resource Development Chair for 2007 for Hands on Nashville. She is also a current member in the Nashville Emerging Leaders class.

**Melinda Williams** has been appointed to the Volunteer Tennessee Board representing Commissioner James Neely. Volunteer Tennessee formerly the Tennessee Commission on National and Community Service was established by Governors Executive Order in 1994 to qualify Tennessee to receive federal funds for AmeriCorps and Learn and Serve America.



## *Class News — Continued*



The TGEI Class of 2006 held their first brown bag lunch on February 16 at the Citizen's Plaza building. They also held a secret baby shower for their very own **LeeAnne BruceBoone** who had her child in mid-April. It was a great time to catch up and visit with our TGEI friends.

**Martha Staley** is engaged. She actually had to leave a recent gathering early to see a wedding planner. The lucky man is Jim, an engineer at AEDC in Tullahoma. Congratulations Martha. You will be a beautiful bride!

*“Opps! We inadvertently recognized Lori Cain as a member of Class of 2004. Lori is actually a member of the Class of 2006.*

*Sorry, Lori! “*

### *Mark Your Calendars:*



**Golf Tournament—September 21st**

**Fall Conference—November 8th**

**TGI Brown Bag—November 19th**  
(Topic to be announced)

**Class of 2007 Graduation—November 29th**

**Holiday Breakfast—December 11th**

# *TGEI Class Reporters for 2007*

The newsletter staff is always looking for updates, stories, good news, etc., on our fellow alumni. In order to accomplish this, we utilize “Class Reporters” representing every one of the TGEI Classes. The reporter for your class will be contacting you via e-mail, telephone or in person to pick your brain on any information you might have regarding fellow classmates as well as your own update. Please contribute information because your input is what makes this network so very viable. Listed below are the latest class reporters:

<i>Class of 1983</i> Robert Bumbalough 615-313-4715 Robert.Bumbalough@state.tn.us	<i>Class of 1991</i> Ron Erickson 615-741-6548 Ronald.Erickson@state.tn.us	<i>Class of 2001</i> Deborah Wallace Copeland 404-651-6431 dcopeland@oig.ga.gov
<i>Class of 1984</i> Ken Becker 615-741-3461 Ken.Becker@state.tn.us	<i>Class of 1993</i> Brenda Clark 615-741-2107 Brenda.Clark@state.tn.us	<i>Class of 2002</i> Jean Stone 615 741-2094 Ext. 198 Jean.A.Stone@state.tn.us
<i>Class of 1985</i> Marva Bradford 615-741-8635 Marva.Bradford@state.tn.us	<i>Class of 1994</i> Robert Barlow 615-741-8285 Robert.Barlow@state.tn.us	<i>Class of 2003</i> Carol Freeman 615 781-6639 Carol.Freeman@state.tn.us
<i>Class of 1986</i> Pat Dishman 615-741-8267 Patricia.Dishman@state.tn.us	<i>Class of 1996</i> Quincy Styke 615-532-0562 Quincy.Styke@state.tn.us	<i>Class of 2004</i> Michael Thomason 615 741-1857 Michael.Thomason@state.tn.us
<i>Class of 1987</i> Ethel Detch 615 401-7867 Ethel.Detch@state.tn.us	<i>Class of 1997</i> Cathy Posey 615-253-8094 Catherine.Posey@state.tn.us	<i>Class of 2005</i> Dawn Darden 615 253-0045 Dawn.Darden@state.tn.us
<i>Class of 1988</i> Bill McClanahan Retired gg.mc@comcast.net	<i>Class of 1998</i> Sandy Graf 615-253-6207 Sandy.Graf@state.tn.us	<i>Class of 2006</i> Melinda Williams 615 253-4089 Melinda.Williams@state.tn.us
<i>Class of 1989</i> Pat Totty 615-507-6385 Patricia.Totty@state.tn.us	<i>Class of 1999</i> Sue Quick 615-837-5049 Sue.Quick2@state.tn.us	
<i>Class of 1990</i> John Casey 615-532-1284 Kohn.Casey@state.tn.us	<i>Class of 2000</i> Barbara Charlet 615-532-5959 Barbara.Charlet@state.tn.us	

## **TGEI Alumni Network Mission Statement**

**To Enhance the  
effectiveness of  
executives in  
Tennessee State  
Government through  
education, fostering  
personal networking  
strategies,  
developing new  
leaders and  
practical application  
of principles  
of contemporary  
management  
philosophies.**